

Daphne.Duke

249323
2012.177w(5

From: Kelly Macaluso
Sent: Monday, March 17, 2014 3:51 PM
To:
Cc:

Subject:



Hello Ms. Sparrow and Mr. Durham,

I would like to formally register my concern over this week's debacle with TCWS/UI's notifications to residents of our community.

I have received two notices this week that the 'Boil Water Advisory' has been lifted. As you may already be aware, this is a problem because we never received a 'Boil Water Advisory' (BWA) notice.

This weekend's notification errors caused much stress and concern for my family as we have an elderly parent under hospice care in our home, and family members from across the country have been here. We were left wondering if we had all been using and drinking water that was unsafe.

I contacted UI C/S yesterday (3/16) after receiving the last notification. I was told that there was some confusion but there appeared to be no Boil Water Advisory as the latest issue had been rescinded. I asked to be given the dates that Boil Water Advisory, both notices and lifting of notices that were issued this week. I was put on hold for approximately 15 minutes as the agent contacted the field technician. When he came back on the line, C/S agent told me that there was no BWA and it appeared that the notice we received earlier was actually supposed to be lifting the No Swimming Advisory. Additionally, it was suggested that Clover did have a BWA notice and they might have accidentally sent us the notice that boiling water was no longer needed.

We are aware that UI has had significant amount of problems in the operation of TCWS, but I'm wondering – does this sound like a major breakdown in systems or do you see this as normal in your company? As a business owner, I keep asking myself 'How can a business that operates in this way even stay in business?' The sad truth is because you are not being required to maintain even basic standards of business.

THIS IS UNACCEPTABLE! I NEED to know if we are safe drinking the water, using it in medical equipment and cooking for our family. It is not bad enough that we have endured such poor service, including lack of proper upkeep of the system for so long and the inability to go into the water next to our home, because of the frequent sewage spills. Now we cannot even feel confident that when we receive those regular calls from 800.272.1919, they are in any way accurate. Swim? Don't swim? Boil Water? Don't Boil Water? I have been patient, I

have been cordial and professional. But at this point, I am appalled at the level of incompetence shown by Utilities, Inc., and here is my message:

This is our community and you are ruining it. GET IT RIGHT – OR GET OUT !

Kelly Macaluso

A handwritten signature in black ink, consisting of a series of connected loops and curves, resembling a stylized 'K' or a wavy line.